

## **Home Help Frequently Asked Questions**

### **General Questions**

- 1. I received a notice in my check saying that changes were being made to the Home Help program. What does that mean to me?**

*The notice references MDHHS Policy Bulletin MSA 15-01, and MDHHS Policy Bulletin MSA 14-58 released by Michigan Department of Community Health defining changes being made with the Home Help program. The changes affect the procedures for enrolling as a provider and updating provider information, as well as the procedures for reporting services provided.*

*The policy bulletins can be located on our web page, [www.michigan.gov/homehelp](http://www.michigan.gov/homehelp). We strongly encourage all Home Help providers and participants to read the two bulletins.*

- 2. How can a client (or beneficiary) get assistance in finding a provider who is willing to work for them?**

*Clients (or beneficiaries) can call 1-800-979-4662 to obtain a list of providers in their area.*

- 3. Who can I contact if my Adult Services Worker with the Department of Human Services is not returning my calls?**

*If your Adult Services Worker is not returning your calls you want to contact the worker's supervisor.*

- 4. Who do I contact if I have any questions about the Home Help program changes?**

*You can call the Provider Hot Line at any point if you need help: 1-800-979-4662. You can also email Provider Support: [providersupport@michigan.gov](mailto:providersupport@michigan.gov). This contact information is located on each notification you receive from MDHHS.*

- 5. How do I update my contact information?**

*Currently, you will still need to contact your Adult Services Worker to update your contact information. Once CHAMPS is available, you will be able to make changes in that system. Instructions for changing your contact information in CHAMPS are located on the home help website ([www.michigan.gov/homehelp](http://www.michigan.gov/homehelp)) under the "Current Provider" heading.*

## Provider Relations

### Payment Questions

**6. What is the status of my check?**

*Check status is only available on Thursdays by calling **1-800-979-4662**, please allow 7-10 business days before calling on a check you have not received.*

**7. How can I get my check reissued?**

*If you have not received your check, contact your Adult Services Worker with the Department of Health and Human Services.*

### CHAMPS Questions

**8. What is CHAMPS?**

*CHAMPS is the Community Health Automated Medicaid Processing System. Providers will enroll, update enrollment information, and report services performed in this system.*

**9. Why do I need CHAMPS?**

*Once enrolled in CHAMPS, you will be able to view personal information, update address information, and access the Electronic Service Verification (ESV) system for submitting services provided.*

**10. I received notice of CHAMPS trainings. What is the purpose of these trainings?**

*The trainings will guide you through the registration process for the State of Michigan Single Sign On and CHAMPS. The trainings will also provide an opportunity to explore your personal electronic services verification.*

**11. How long is a training session?**

*Each training session will take approximately 30-50 minutes depending on your proficiency with a computer and whether or not you already have a State of Michigan Single Sign On user ID and password.*

**12. Do I have to attend the trainings?**

*If you are confident using an electronic device, you can register for Single Sign On and CHAMPS, and access your ESV at home. Go to: [www.michigan.gov/homehelp](http://www.michigan.gov/homehelp) and follow the **Provider Checklist** located under the "Current Provider" heading.*

## Provider Relations

*If you are hesitant to use an electronic device, prefer one-on-one instruction, or if you would like to ask questions, we advise you to attend the trainings.*

### 13. Where can I get a copy of the instruction manuals?

*You can find the instruction manuals for Single Sign On, ESV, etc. on the Home Help website: [www.michigan.gov/homehelp](http://www.michigan.gov/homehelp) under the “Current Provider” or “New Provider” headings.*

### 14. Why do I need an email address?

*An email address is required when obtaining a user name and password for CHAMPS.*

## Criminal History Screening Questions

### 15. What is a criminal history screening?

*A criminal history screening is the process for identifying the criminal convictions outlined in the policy bulletins that will exclude a provider from participation in the Home Help program.*

### 16. What if I don’t want a criminal history screening processed on me?

*Effective October 1, 2014 it is required that all providers enrolled in the Home Help program, as well as applicants trying to enroll as providers, be screened. This process is not optional.*

### 17. When will the criminal history screenings take place?

*For **existing** Home Help providers, screenings will begin October 1, 2014, you will be notified upon completion of the screening what the results were.*

*For **new** Home Help providers, screenings will be processed prior to an individual being approved to become a Home Help provider. A provider **cannot** be paid until they have been approved.*

### 18. What does “mandatory exclusion” mean?

*Any applicant or provider found to meet one of the four mandatory exclusion categories defined in MDHHS Policy Bulletin MSA 14-31 is prohibited from participating as a service provider for Medicaid or the Home Help program.*

### 19. What does “permissive exclusion” mean?

*Any applicant or provider convicted of crimes identified by MDHHS in MDHHS Policy Bulletin MSA 14-40 will be excluded from participating in the Home Help program. These providers may still be able to provide services to clients if the client chooses and is willing to submit an Acknowledgement of Provider Selection form.*

## Provider Relations

### 20. What is the Acknowledgement of Provider Selection form?

*A Home Help recipient may request to select a provider who has been determined ineligible as a result of a Permissive Exclusion identified through the criminal history screening process. The Acknowledgement of Provider Selection is a form that they have received notification of the criminal offense(s) which prompted exclusion and they select the provider anyway.*

### 21. Do I have the opportunity to dispute the findings from a Criminal History Screening?

*Individuals may request an administrative redetermination of the criminal history screening, but such review is limited solely to the accuracy of the information used for the screening. Full details will be included on the denial letter sent when a provider is excluded due to a criminal history screening.*

## Electronic Services Verification Questions

### 22. What is the electronic services verification (ESV)?

*The ESV is the electronic system replacing the current paper provider log (DHS-721).*

### 23. What is the purpose of ESV?

*The ESV system will reduce the amount of time it will take to process your services, as it will be sent electronically instead of through the postal service and your ASW can review it as soon as it is submitted.*

### 24. How often do ESVs have to be submitted?

*The ESV is to be submitted on a monthly basis as opposed to the quarterly submission of the paper log. It will have to be submitted before the 10<sup>th</sup> of the following month (i.e. January's ESV will have to be submitted by February 10<sup>th</sup>).*

### 25. Do I have to record my services in ESV every single day?

*As long as you submit your ESV by the submission date, you can enter the ESV and record your services as often as you prefer. You are able to record several days at one time, so it is not necessary to enter the ESV every single day.*

### 26. When will we be required to start submitting our ESVs online?

*Per MDHHS Policy Bulletin MSA 15-06, MDHHS Policy Bulletin MSA 14-58 is effective June 1, 2015. This means providers have the *option* of submitting their June services with their April-May-June quarterly log, or electronically with their ESV. **July services are required to be submitted electronically by August 20<sup>th</sup>.***

## Provider Relations

**27. How do I record my services until the start date?**

*Until the June 1 start date, continue using the paper log. Contact your case worker if you have not received current paper logs.*

**28. What if I don't submit the ESV?**

*Per MDHHS Policy Bulletin MSA 14-58, payment will not be released until the ESV system confirms services have been verified for that month.*

**29. What are my options if I have no access to a computer or internet?**

*Your ESV can be accessed anywhere internet is available. We encourage you to seek out your local library, a friend, or a relative who might be able to assist you. If you have any questions about accessing your ESV, contact the Home Help Hotline: 1-800-979-4662.*

**30. Can I use the kiosks in my local DHHS office to access my ESV?**

*Currently, the DHHS kiosks are only authorized to access specific websites for clients, not providers.*

**31. Can I access my ESV on my smart phone or tablet?**

*Your ESV can be accessed on your smart phone or tablet. Additionally, a mobile application is being created for smart phones and tablets.*

**32. Who do I contact if a task or task description on the ESV is incorrect?**

*Contact your case worker to make any changes.*

**33. If my client is in the hospital/rehabilitation institute/out of state/etc., do I still need to record services?**

*If your client is unavailable and you do not provide any services, you will need to notify your case worker within 10 business days if the client passes away or is admitted into a hospital or nursing facility. You can also indicate their unavailability on the ESV by pressing the "Member Unavailable" button on the provider log for the days they are unavailable. Talk to your case worker if you have any questions about performing authorized tasks while the client is unavailable.*

**34. Can I submit before the submission due date?**

*You can submit your ESV at any time during the month; however, as soon as you submit, you are unable to make changes on the dates submitted. We encourage all providers to wait until the entire current month is completed before submitting that month's ESV.*

**35. If I submit my ESV and realize I made a mistake, who can I contact to make the changes?**

*No specific process has been finalized for correcting submitted ESVs.*

## Provider Relations

**36. The paper provider log required both the beneficiary and provider to sign; what will the beneficiary have to do when I start using the ESV?**

*Beneficiaries will no longer need to sign the verification form. MDHHS will randomly send out an Explanation of Benefits document reflecting the services beneficiaries were to have received during the period. They will be asked to report the services that were actually provided.*

## Agency Providers

**37. How do I become a home help agency owner?**

*Please contact [ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov) for details on how to become an agency owner.*

**38. As an agency owner, are criminal history screenings automatically processed on my employees?**

*Per MDHHS Policy Bulletin MSA 15-13, program-approved provider agencies are required to ensure a criminal history screening has been conducted for all individuals in their employment providing in-home service.*

**39. Do agency providers need to enroll in CHAMPS effective June 1, 2015?**

*Per MDHHS Policy Bulletin MSA 15-13, all agency owners and agency personnel **must** register in CHAMPS for MDHHS to conduct the screenings.*

**40. Do agencies have to fill out ESV?**

*Agencies will continue to submit invoices or the current paper provider log (DHS- 721) until further notice.*

**41. How often do agency providers have to fill out the ESV?**

*Agency providers are required to submit invoices monthly or current paper provider logs (DHS- 721) quarterly per current agency policy.*